

WYLIE RECREATION

ACTIVITY WITHDRAW AND REFUND

The City of Wylie Parks and Recreation Department encourages you to try something new and enjoy your enrollment.

All withdraw requests must be made in writing and delivered to an employee or emailed to Recreation@WylieTexas.gov.

Withdraw requests must include:

- 1) date of the request,
- 2) full name of the person being withdrawn,
- 3) name of the activity
- 4) reason for withdraw
- 5) mailing address and
- 6) how you would like the eligible registration fees applied.

Registration fees eligible for refund may be applied to:

- 1) your account with us for future use,
- 2) transferred into another eligible activity or
- 3) refunded back to you.



To be eligible for credit, requests for:

- 1) Contracted Activities and Courses must be received prior to the start time of the second class meeting.
- 2) Requests for withdraw and refund of Flex Reg Programs, One-Day Activities, Trips and Special Events must be received at least twenty-four hours prior to the scheduled start time.
- 3) Requests for withdraw and refund of Activities categorized as Camps must be received no later than noon, Friday before the first day of the camp.

Refund requests made after the time limitations previously listed result in forfeit of any refund. Activities that require advanced ticket purchase are nonrefundable. All refunds will be made to the original payer only. If original payment was received in the form of a credit card, the refund will be processed to the same valid credit card, allow three to five days for processing. All other refunds will be processed in the form of a check from the City of Wylie, allow four to five weeks for processing. Supply fees and online transaction fees are nonrefundable regardless of withdraw or cancellation of the class.

300 COUNTRY CLUB - 200

| 972-516-6360

RECREATION@WYLIENTEXAS.GOV

| WWW.WYLIENTEXAS.GOV

| WWW.WYLIERECREATION.COM

